



About Syntellect With more than two decades of industry-leading experience, Syntellect's contact center solutions help our clients solve business problems through a strategic balance of customer interaction management software and unrivaled support. Syntellect solutions help deliver a superior customer experience that builds value and develops long-term customer relationships.

Syntellect is a division of Enghouse Systems Limited, a publicly traded Canadian-based software and services company founded in 1984. Enghouse shares are traded on the Toronto Stock Exchange (TSX) under the symbol "ESL."

Leadership Syntellect is led by President Steve Dodenhoff.

Employees Over 200 employees in North America and the United Kingdom

Customers More than 2,000 clients worldwide, including: Avon, Symantec, ADP Dealer Services, Fannie Mae, Cigna, Nationwide Insurance, General Electric, Scholastic, Tufts Health and The Southern Company

- A Brief History**
- 1984** - Launched with venture capital investment
 - 1986** - Released first IVR platform (Infobot)
 - Industry's first IVR application development toolset
 - Released Industry's first IVR 3270 screen scraping feature
 - 1990** - Deployed first Speech Recognition enabled IVR application
 - 1994** - Released second-generation IVR platform (VocalPoint)
 - 1998** - Launched first Open Standards IVR (Vista)
 - Deployed first Natural Language Speech Recognition enabled IVR application
 - 2002** - Syntellect acquired by Enghouse Systems Limited
 - 2003** - Deployed first biometric speech application using Nuance Verifier 2.0
 - 2004** - Acquired Teloquent, Inc.
 - Released fourth-generation IVR platform (Continuum)
 - Deployed first VXML application
 - 2005** - Acquired Apropos Technology, Inc.
 - 2007** - Launched Voiyager - 100% Error Free VXML Speech Applications
 - 2008** - Acquired Envoy Worldwide
 - Acquired Fluency Voice Technologies

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